

Federal Employees Dental and Vision Insurance Program



October 17, 2006

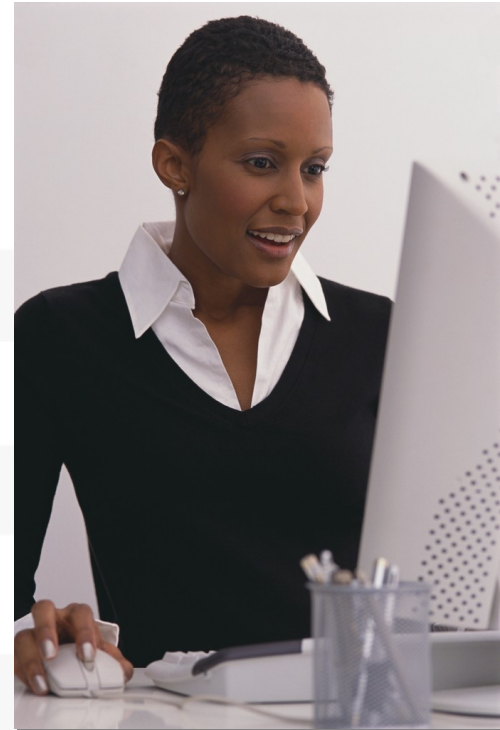
Presented by:
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Brian Frankenfield

How Employees & Annuitants Enroll

Enroll Online at:



- www.BENEFEDS.com
- 1-877-888-FEDS
(1-877-888-3337)
- TTY - 1-877-889-5680
- LIMITED paper enrollments



BENEFEDS.com: Summary of Features

- New enrollment system customized for FEDVIP
- Accessible 21/7 (just not from 1 AM – 4 AM)
- Section 508 compliant
- Tools to locate and find FEDVIP rates & plans
- Do NOT use employee self-service systems

BENEFEDS.com: Summary of Features

continued...

- Secure site with User ID and Password features
- Only need to enter demographic information ONCE
- Extensive online help system
- Personal mailboxes with messages about enrollments and updates
- Ability to adjust text for easy reading

BENEFEDS.com: Homepage



[? Help](#) | [At Enlarge Font](#)

[How to Use this Website](#)
[Contact Us](#)
[Other Benefits Information](#)
[Qualifying Life Events \(QLE\)](#)

Enroll in the Federal Employees Dental and Vision Insurance Program

Open Season is November 13 - December 11, 2006

**This is the enrollment website for the
Federal Employees Dental and Vision Insurance Program (FEDVIP).**

Welcome to BENEFEDS.com.
To enroll in a FEDVIP plan, you must first create a BENEFEDS User ID and password. Use the button below to create a User ID and password and then enroll in a FEDVIP dental and/or vision plan.

[Click Here To Begin the FEDVIP Enrollment Process](#)

Research Your FEDVIP Plan Options:

In this research section, you can locate, compare, and get more information about the FEDVIP plan options available to you prior to enrollment.

[Learn more about the FEDVIP plans now](#)

If You Have a BENEFEDS User ID, Login Below:

User ID: [Forgot User ID?](#)

Password: [Forgot Password?](#)

PROTOTYPE ONLY: For non-open season enrollment, [click here](#).

[Help](#) | [Enlarge Font](#) | [Privacy Information](#) | [Important Links](#)





www.BENEFEDS.com

BENEFEDS.com: Enrollment Available

The screenshot displays the BENEFEDS.com website interface. At the top, the BENEFEDS logo is visible on the left, and navigation links for Home, Help, Enlarge Font, and Print are on the right. A left-hand menu contains links for Request Information, Contact Us, and How to Use this Website. The main content area is titled "FEDVIP Enrollment Available on this Website". It includes two informational boxes: one explaining the enrollment process for Dental and Vision plans, and another note about using the "How to Use this Website" link. Below these is a table listing the Federal Employees Dental and Vision Insurance Program (FEDVIP) with links to learn more and enroll for both Dental and Vision plans. At the bottom of the page, there are links for Help, Enlarge Font, Privacy Information, and Important Links.

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Home | Help | Enlarge Font | Print

FEDVIP Enrollment Available on this Website

Request Information

Contact Us

How to Use this Website

To ENROLL in a FEDVIP Dental plan or FEDVIP Vision plan, click the ENROLL link for that benefit. You'll be asked some questions to verify your eligibility for that specific benefit. [Learn more >>](#)

☒ **Note:** Learn more about this website by clicking the "[How to Use this Website](#)" link at the left.

Program	More Information	Action
Federal Employees Dental and Vision Insurance Program (FEDVIP)		
Dental Plan	Learn More	Enroll
Vision Plan	Learn More	Enroll

[Help](#) | [Enlarge Font](#) | [Privacy Information](#) | [Important Links](#)

BENEFEDS.com: FEHB Status



[Home](#) | [Help](#) | [Enlarge Font](#) | [Print](#)

Benefits Programs Menu

- [Request Information](#)
- [Contact Us](#)
- [How to Use this Website](#)

FEDVIP Dental Plan Enrollment Process

1 → 2 → 3 → 4 **Step 1 of 4**

Step 1: Part A - Your FEHB Status

i Please answer the question(s) below, then click the CONTINUE button to proceed. Fields with an asterisk (*) are required. [Learn more >>](#)

1. Are you a Federal employee or annuitant who is either:

- **Enrolled** in the FEHB Program?

OR

- Eligible for FEHB Program enrollment but covered as a family member under another Federal employee or annuitant's FEHB enrollment? [Learn more >>](#)

☐ Yes

☐ No

☒ **Note:** If you answered Yes, please click the CONTINUE button. If you answered "No" please answer Question 2.

2. Are you **not enrolled, but eligible to enroll** in the FEHB Program as a Federal or U.S. Postal Service Employee or Annuitant? [Learn more >>](#) (If you do not know whether you are eligible, contact your employing office or retirement system.)

☐ Yes

☐ No

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BENEFEDS.com: FEHB Status

The screenshot shows the BENEFEDS.com website interface. At the top is the BENEFEDS logo and a navigation bar with links for Home, Help, Enlarge Font, and Print. A left sidebar contains a 'Benefits Programs Menu' with links to Request Information, Contact Us, and How to Use this Website. The main content area is titled 'FEDVIP Dental Plan Enrollment Process' and shows 'Step 1 of 4'. The step title is 'Step 1: Part B - Provide Your 2007 FEHB Plan Information'. The instructions state: 'Provide your 2007 FEHB plan name or plan code in the box below. You may be able to find this information on your leave and earnings statement, annuity statement, FEHB plan brochure or ID card, or the FEHB Guide. Use the drop-down box to indicate whether you have entered the plan name or plan code, and then click 'Search.' You will then be asked to verify your FEHB plan by clicking on the button next to your plan's name. [Learn more >>](#)'. A note with a checkmark icon states: 'Note: It is VERY IMPORTANT that you supply this information. Your out-of-pocket costs may be lower if your FEDVIP plan knows your FEHB plan enrollment. This is because FEHB plans pay benefits first, before FEDVIP plans.' Below this is a form with a text input field for 'Enter Your FEHB Plan Name or Plan Code Here:', a 'Select One' dropdown menu, and a 'Search' button. A checkbox option reads: 'If you cannot find your FEHB plan name or plan code, please check this box and click the CONTINUE button.' The 'Search Results' section contains a blue box with the text: 'Choose your plan below and click CONTINUE. If you do not see your plan listed below, try another search.' Below this is a table with two columns: 'FEHB Plan Name' and 'Plan Code'. The table lists five options, each with a radio button. At the bottom of the table is a 'Continue >' button. At the very bottom of the page, there are links for Help, Enlarge Font, Privacy Information, and Important Links.

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Home | Help | Enlarge Font | Print

FEDVIP Dental Plan Enrollment Process

1 → 2 → 3 → 4 **Step 1 of 4**

Step 1: Part B - Provide Your 2007 FEHB Plan Information

1 Provide your 2007 FEHB plan name or plan code in the box below. You may be able to find this information on your leave and earnings statement, annuity statement, FEHB plan brochure or ID card, or the FEHB Guide.

Use the drop-down box to indicate whether you have entered the plan name or plan code, and then click 'Search.' You will then be asked to verify your FEHB plan by clicking on the button next to your plan's name. [Learn more >>](#)

☒ **Note: It is VERY IMPORTANT that you supply this information. Your out-of-pocket costs may be lower if your FEDVIP plan knows your FEHB plan enrollment. This is because FEHB plans pay benefits first, before FEDVIP plans.**

Enter Your FEHB Plan Name or Plan Code Here: Select One

☐ If you cannot find your FEHB plan name or plan code, please check this box and click the CONTINUE button.

Search Results

Choose your plan below and click CONTINUE. If you do not see your plan listed below, try another search.

FEHB Plan Name	Plan Code
☐ Advantage Health Solutions, Inc. Most of Indiana Self Only	6Y1
☐ Advantage Health Solutions, Inc. Most of Indiana Self and Family	6Y2
☐ Aetna Health Fund All of Colorado Self Only	221
☐ Aetna Health Fund All of Colorado Self and Family	222
☐ Aetna Health Fund All of Connecticut	221

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BENEFEDS.com: FEHB Status

The screenshot displays the BENEFEDS.com website interface. At the top, the BENEFEDS logo is visible on the left, and navigation links for Home, Help, Enlarge Font, and Print are on the right. A left sidebar contains a 'Benefits Programs Menu' with links to Request Information, Contact Us, and How to Use this Website. The main content area is titled 'FEDVIP Dental Plan Enrollment Process' and shows a progress bar with four steps, where Step 1 is currently active. Below the progress bar, the heading 'Step 1: Part C - Confirm Your FEHB Information' is followed by an instruction box: 'Confirm your FEHB eligibility and FEHB plan enrollment information by clicking the CONFIRM & CONTINUE button below. If you need to make changes, click the MODIFY MY SELECTION button'. A table displays the user's current FEHB status: Eligible for FEHB (Yes), Enrolled in FEHB (Yes), Your FEHB Plan Name (FEHB Plan Name Something), and Your FEHB Plan Code (84567). At the bottom of the form are two buttons: '< Modify My Selection' and 'Confirm & Continue >'. A footer at the very bottom contains links for Help, Enlarge Font, Privacy Information, and Important Links.

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Home | Help | Enlarge Font | Print

Benefits Programs Menu

- Request Information
- Contact Us
- How to Use this Website

FEDVIP Dental Plan Enrollment Process

1 → 2 → 3 → 4 **Step 1 of 4**

Step 1: Part C - Confirm Your FEHB Information

i Confirm your FEHB eligibility and FEHB plan enrollment information by clicking the CONFIRM & CONTINUE button below. If you need to make changes, click the MODIFY MY SELECTION button

Eligible for FEHB:	Yes
Enrolled in FEHB:	Yes
Your FEHB Plan Name:	FEHB Plan Name Something
Your FEHB Plan Code:	84567

< **Modify My Selection** **Confirm & Continue** >

[Help](#) | [Enlarge Font](#) | [Privacy Information](#) | [Important Links](#)

BENEFEDS.com: Submit Enrollment

The screenshot shows the BENEFEDS.com website interface. At the top, the BENEFEDS logo is on the left, and a navigation bar on the right contains links for "My Home", "Help", "Enlarge Font", "Print", and "Logout". Below the navigation bar, the user is logged in as "Kent Anderson". The main content area is titled "FEDVIP Dental Plan Enrollment Process" and shows a progress bar with steps 1 through 6, with step 5 being the current step. The left sidebar contains links for "Request Information", "Contact Us", and "How to Use this Website". The main content area for Step 5 is titled "Step 5: Submit Your Dental Enrollment" and contains a red warning message: "Your Enrollment is NOT complete! You are NOT ENROLLED yet!". Below this, a paragraph states: "You must accept the Terms and Conditions and then click the SUBMIT MY ENROLLMENT button at the bottom of this screen!". The "Terms and Conditions" section is expanded, showing a text area with the following text: "I am enrolling in a DENTAL plan under the Federal Employees Dental and Vision Insurance I've given during this online enrollment process are accurate. Clicking the box below is equivalent to my signature and confirms I agree to #1 above and that I am authorizing deductions from my pay or annuity in the amount necessary to pay my FEDVIP premiums. After I click, I can print a copy of this enrollment action." Below the text area are two checkboxes: "I Have Read and Agree to the Terms and Conditions." and "Click here if you want paper confirmation to be sent to your mailing address." Below these is a note: "Note: We will send a confirmation to the email address in the box below. If no email address appears below and you would like to provide one now, please enter it in the box." Below the note is a text input field containing "kanderson@doj.gov" and two radio buttons: "Email One" (selected) and "Email Two". At the bottom of the form are two buttons: "I Do NOT Want To Enroll" and "Submit My Enrollment".

Logged in as: Kent Anderson

My Home | Help | Enlarge Font | Print | Logout

FEDVIP Dental Plan Enrollment Process

1 → 2 → 3 → 4 → 5 → 6 **Step 5 of 6**

Step 5: Submit Your Dental Enrollment

Your Enrollment is NOT complete! You are NOT ENROLLED yet!

You must accept the Terms and Conditions and then click the SUBMIT MY ENROLLMENT button at the bottom of this screen!

Terms and Conditions

I am enrolling in a DENTAL plan under the Federal Employees Dental and Vision Insurance I've given during this online enrollment process are accurate. Clicking the box below is equivalent to my signature and confirms I agree to #1 above and that I am authorizing deductions from my pay or annuity in the amount necessary to pay my FEDVIP premiums. After I click, I can print a copy of this enrollment action.

☐ I Have Read and Agree to the Terms and Conditions.

☐ Click here if you want paper confirmation to be sent to your mailing address.

☒ **Note:** We will send a confirmation to the email address in the box below. If no email address appears below and you would like to provide one now, please enter it in the box.

kanderson@doj.gov ☐ Email One ☐ Email Two

BENEFEDS.com: Confirm Enrollment

The screenshot displays the BENEFEDS.com website interface. At the top, the BENEFEDS logo is visible. Below it, a navigation bar shows the user is logged in as Kent Anderson. The main content area is titled "FEDVIP Dental Plan Enrollment Process" and indicates the user is at Step 6 of 6. A progress bar shows steps 1 through 6, with step 6 being the current step. The step title is "Step 6: Print Your Dental Enrollment Confirmation". A message box states: "We have successfully received your Dental Insurance enrollment. If you provided a valid email address, you will receive a confirmation email shortly. To go to your personal homepage on BENEFEDS.com, click the GO TO MY HOME PAGE button at the bottom of the screen. From your personal homepage you can enroll in a FEDVIP vision plan. To logout, click the LOGOUT button below. [Learn more >>](#)". Below this message are two links: "Print Your Enrollment Summary" and "Print the Legal Disclaimer". At the bottom of the main content area are two buttons: "Go to my Home Page" and "Logout". A footer bar contains links for "Help", "Enlarge Font", "Privacy Information", and "Important Links".

BENEFEDS™

Logged in as: Kent Anderson | [My Home](#) | [Help](#) | [Enlarge Font](#) | [Print](#) | [Logout](#)

FEDVIP Dental Plan Enrollment Process

1 → 2 → 3 → 4 → 5 → **6** Step 6 of 6

Step 6: Print Your Dental Enrollment Confirmation

i We have successfully received your Dental Insurance enrollment.
If you provided a valid email address, you will receive a confirmation email shortly. To go to your personal homepage on BENEFEDS.com, click the GO TO MY HOME PAGE button at the bottom of the screen. From your personal homepage you can enroll in a FEDVIP vision plan. To logout, click the LOGOUT button below. [Learn more >>](#)

[Print Your Enrollment Summary](#)

[Print the Legal Disclaimer](#)

[Go to my Home Page](#) [Logout](#)

[Help](#) | [Enlarge Font](#) | [Privacy Information](#) | [Important Links](#)

BENEFEDS.com: Personal

Homepage



Logged in as: Kent Anderson

 My Home |  Help |  Enlarge Font |  Print |  Logout

Request Information

Contact Us

How to Use this Website



Kent Anderson

 **My Inbox**

You have changed your correspondence address and your new zip code falls outside of your current Dental plan's coverage area. You may want to perform a Move QLE....

 [See All Messages](#)

 **My Profile**

SSN: XXX-XX-6789
DOB: 12-25-1999

 [View/ Edit Profile](#)

 [Change Password](#)

You can enroll or make changes anytime during Open Season. Your enrollment is for the entire year. After Open Season ends, your opportunity to enroll or make changes is very limited. For more information on the limited Qualifying Life Events that may allow an enrollment or change in enrollment, [click here](#).

Benefit	Information	Your Status	Action
Federal Employees Dental and Vision Insurance Program (FEDVIP)			
Dental Plan	 Learn More	Enrolled	 Modify/View
Vision Plan	 Learn More	Not Enrolled	 Enroll

[Help](#) | [Enlarge Font](#) | [Privacy Information](#) | [Important Links](#)

BENEFEDS.com: Qualifying Life Events

Employees & Annuitants
can also perform enrollments
and changes to enrollments
due to Qualifying Life Events (QLEs)
ONLINE at BENEFEDS.com!

Calling BENEFEDS Customer Service

- **Open Season hours (Eastern Time)**
 - 9 AM – 9 PM: Monday to Friday
 - 9 AM – 9 PM: Saturday, Dec. 9th & Sunday, Dec. 10th
 - 9 AM – Midnight: Monday, Dec 11th (procrastinators)
- **Non Open Season hours (Eastern Time)**
 - 9 AM – 7 PM: Monday to Friday

Calling BENEFEDS Customer Service

- Assisting with enrollments and QLEs
- Providing general information about plans
- Assisting with demographic changes (payroll/ annuity changes, address updates, etc.)

Premium Administration

- General Overview
 - Premium administration for FSAFEDS, FLTCIP, and FEDVIP
 - Agency dropdown mapped to payroll/annuity provider (APOs)
- Pre-note Process
 - Employee/Annuitant Verification

Premium Administration (continued)

- **Billing Process**
 - Payroll and annuity provider landscape
 - Deduction Rules
 - BENEFEDS calculates deductions
 - Missed deductions
 - Pay period rule
 - All or nothing

Premium Administration (continued)

- **Billing Error Process**
 - Self certification challenges
 - Definition of billing error
- **BENEFEDS performs research**
 - Contact APO directly
 - Contact enrollee directly

Premium Administration (continued)

- Retirement Process
 - Default to annuity deduction
 - Special (interim) pay challenges
 - Communicating with enrollee
 - 1st deduction = monthly premium
 - 2nd deduction = adjusted to collect missed deductions

Premium Administration (continued)

- Payroll/Annuity Payment Process
 - BENEFEDS receives funds/detail and sends to carriers
 - Overview of reconciliation
 - No Deduction Reasons
 - Employment status changes
 - Leave without pay, insufficient funds, teacher recess

Premium Administration (continued)

- **Direct Bill**
 - LIMITED
 - Easy transition back to payroll deduction
- **Automatic Bank Withdrawal**
 - LIMITED
 - Withdrawals once a month

Premium Administration (continued)

- Exception Processes
 - Accelerated deductions
 - Leave without pay
 - Belated enrollment
 - Retroactive terminations
 - Refunds

Premium Administration (continued)

- Inactivating an Enrollment
 - Never received deductions
 - Terminated employment
 - Deceased
 - Direct bill not paid
 - Not eligible

We Do the Work for You!

- Sounds complicated
- BENEFEDS handles all of this!
- November 13 forward -- Please send employee questions about how to enroll and issues with deductions to BENEFEDS

Questions?

